Appl. No. 09/921,275
Amdt. dated February 15, 2005
Reply to Office Action of November 15, 2004

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Amendments to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

1.   (currently amended) A method for managing a repair process for a fault between a proactive network repair system and customer service system using a repair ticketing system, the method comprising:

> detecting the fault in the proactive network repair system;
>
> sending an indication of the fault to the repair ticketing system;
>
> creating a repair ticket;
>
> correlating one or more customers affected by the fault to the repair ticket; and
>
> communicating the repair ticket and the one or more customers affected by the

fault to the the customer service system before a call is received by the one or more customers affected by the fault.

2.   (currently amended) The method of claim 1, wherein the ~~video and data~~ network comprises a Digital Subscriber Line (xDSL) network.

3.   (currently amended) The method of claim 1, wherein the ~~video and data~~ network comprises a Very high bit rate DSL (VDSL) network.

4.   (original) The method of claim 1, wherein the proactive network repair system comprises a fault management system, proactive repair system, and performance management system.

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5.   (original) The method of claim 4, further comprising communicating the repair ticket to the fault management system, proactive repair system, and performance management system.

6.   (original) The method of claim 1, further comprising sending an indication that the fault is resolved to the repair ticketing system.

7.   (currently amended) The method of claim ~~1~~6, further comprising closing the repair ticket.

8.   (original) The method of claim 7, further comprising communicating the resolution of the repair ticket to the customer service system and proactive network repair system.

9.   (original) A method for managing a repair process for a fault between a fault management system, proactive repair system, performance management system, and customer service system using a repair ticketing system, the method comprising:

detecting the fault in at least one of the fault management system, proactive repair system, and performance management system;

sending an indication of the fault to the repair ticketing system;

creating a repair ticket;

correlating a list of customers affected by the fault to the repair ticket;

communicating the repair ticket and the list of customers to the customer service system before a call is received by a customer in the list of customers; and

communicating the repair ticket to the fault management system, proactive repair system, and performance management system.

10.   (new) A system for managing a repair process for a fault, the system comprising:

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a proactive network repair system configured to detect the fault and to a repair ticketing system;

a repair ticketing system configured receive send an indication of the fault from the proactive network repair system and configured to:

create a repair ticket;

correlate one or more customers affected by the fault to the repair ticket; and

communicate the repair ticket and the one or more customers affected by the fault to a customer service system before a call is received by the one or more customers affected by the fault.

11. (new) The system of claim 10, wherein the network comprises a Digital Subscriber Line (xDSL) network.

12. (new) The method of claim 10, wherein the network comprises a Very high bit rate DSL (VDSL) network.

13. (new) The method of claim 10, wherein the proactive network repair system comprises a fault management system, proactive repair system, and performance management system.

14. (new) The method of claim 13, wherein the proactive network repair system is configured to communicate the repair ticket to the fault management system, proactive repair system, and performance management system.

15. (new) The method of claim 10, wherein the proactive network repair system is configured to send an indication that the fault is resolved to the repair ticketing system.

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16.   (new) The method of claim 15, wherein the proactive network repair system is configured to close the repair ticket.

17.   (new) The method of claim 16, wherein the proactive network repair system is configured to communicate the resolution of the repair ticket to the customer service system and proactive network repair system.